C.A.R.E. Issues

IMPAC
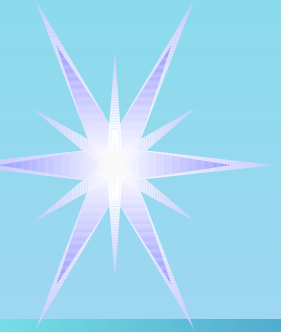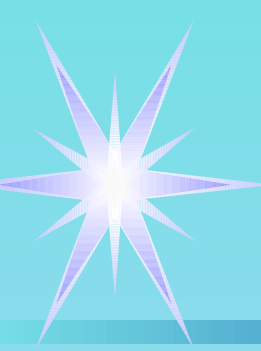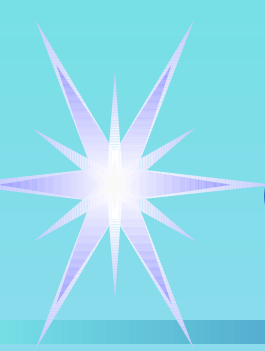
Carol Lowman
FORSCOM OPARC

C.A.R.E. in a Nutshell

- **Customer Automation and Reporting Environment**
  - **Program management**
  - **Transaction management**
- **Key actors**
  - **Resource Managers, Billing Officials, Cardholders, A/OPCs**

C.A.R.E. Rollout Tasks

- **Fort Polk selected as test site**
  - **Fielding Nov 99**
  - **To date, electronic payments have not been made for a complete billing cycle**
  - **Working issues with ASA(ALT) and bank**
- **PARC forwarded letter to DA with concerns**
- **FORSCOM must continue to march**
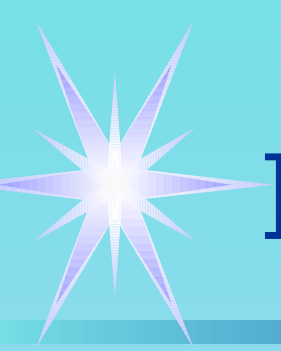 - **DOCs must prepare for fielding**
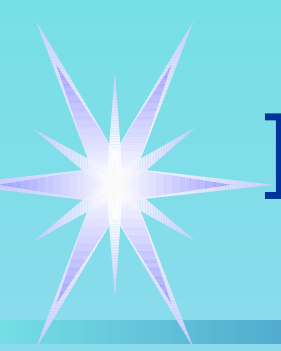
Required Support

- **DOCs**
  - **Must train the A/OPCs, RM and budget personnel**
  - **Team with all players at the installation level**
  - **Accept the inevitable**
- **PARC**
  - **Provide guidance to installations**
  - **Coordinate actions between ASA(ALT) and the installations**

Delinquencies

➤ **Still too many delinquent payments**

▯ **Waiting too long to resolve delinquencies that appear on the list**

  ▯ **Not following up timely**

    ➤ **A *detailed* explanation required to release delinquency**

▯ **The voucher number and date payment is made is *required* to release delinquency**

  ➤ **PARC A/OPC only one with authority to call the bank to release suspensions**